Which process should be automated first?

For: Trading company · limited liability company · limited company

Practical business guidance · Reviewed: 2026-11-15

Applicability: Not tied to a statutory date

Begin with frequent tasks that have a clear input and output and are easy to verify.

Choose a task you can supervise.

A good first task has a repeatable procedure, relatively tidy inputs and an easily verifiable output. Examples include preparing a draft response, organising queries or extracting data from a known format with human confirmation.

Before implementation, measure the time, the number of cases and the types of errors. Add setup, verification and maintenance to the tool cost. Automation is useful when the overall effect justifies the new process.

How to prepare this in your business

Before the pilot project, determine the acceptable error rate and the point at which human confirmation is required. Maintain a straightforward way to revert to manual processing and monitor the cases the system was unable to handle. A quick result is not sufficient if exceptions are frequent and hard to detect.

After a small test, compare the total time and cost with the old procedure. If the gain is modest, improve the process or the input data first. Do not introduce multiple related automations at once if you do not yet know which one is beneficial.

Example of time saving

If the task currently takes 10 minutes and occurs 40 times a month, the starting point is around 6.7 hours. If automation and verification together take 3 minutes per case, you're comparing approximately 4.7 hours of savings against the cost of tools and maintenance.

Specific next steps

1. Measure your current time expenditure.
2. Test on a copy of the data with human verification.
3. Compare the savings, costs and errors.

Most common mistakes

• Automate the unclear process before it has been refined.

• Measure only the generation speed, without the check time.

Limits of application

Before entering confidential data, please check the processing conditions.

If you need further assistance

For assistance with your business plan, proposal or process organisation, you can contact Adria Trends.

https://adriatrends.hr/#usluge

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/prva-ai-automatizacija